



The European Electronic Communications Code

Accessible Europe: ICT for ALL
Session 7: Implementation of equal access in telecom
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Disclaimer: The views expressed in this presentation are those of the author and do not necessarily reflect the opinion of the European Commission

The Code helps shaping the right environment for digital networks and services to flourish as part of the Digital Single Market



The Code modernises the current EU telecoms rules to:

- ✓ promote connectivity and access to, and take-up of very high capacity networks
- ✓ stimulate sustainable competition
- ✓ drive investments
- ✓ reinforce the internal market
- ✓ strengthen consumer rights



Adoption by the European Parliament 14 November 2018 and by the Council 4 December 2018; entry into force after publication in 2018



Aim, objectives and consultation

End-users with disabilities

Art. 1 Subject matter and aim

- including end-users with disabilities in order to access the services on an equal basis with others

Art. 3 General objectives

- addressing the needs of specific social groups, in particular end-users with disabilities

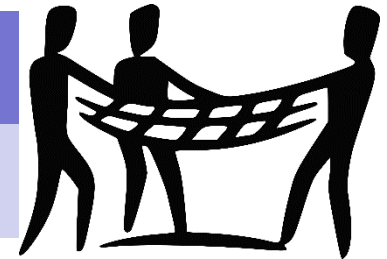
Art. 24 Consultation of interested parties

- including issues related to equivalent access and choice for end-users with disabilities

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Universal service

End-users with disabilities



Affordable adequate broadband internet access and voice communications to all consumers (Art. 84)

- *Art. 85: **Affordability** measures for low-income or special social needs consumers: if retail prices are not affordable: support or tariff options.*
- *Art. 85: availability and affordability of related **terminal equipment, specific equipment and specific services** for consumers with disabilities, including where necessary total conversation and relay services.*

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End-user protection 1(2)

End-users with disabilities



- **Art. 102 Information requirements for contracts:** in an accessible format; to include information on the extent to which the products and services are designed for end-users with disabilities.
- **Art. 103 Transparency:** information to be published in an accessible format; to include aspects of the services specifically designed for end-users with disabilities.
- **Art. 104 Quality of service:** including information on measures taken to ensure equivalence in access; BEREC guidelines to include parameters for end-users with disabilities.

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End-user protection 2(2)

End-users with disabilities



- **Art. 109 Emergency communications:** access for end-users with disabilities to emergency services through emergency communications available and equivalent in accordance with Union law harmonising accessibility; measures to ensure access on an equivalent basis whilst travelling
- **Art. 111 Equivalent access and choice for end-users with disabilities:** requirements to be met by providers of ECS
- **Art. 114 Must carry obligations:** may be imposed by MS on providers of ECN or ECS used for the transmission of radio and TV broadcast channels that are specified by MS; in particular services to enable appropriate access for end-users with disabilities

Thank you for your attention

New EU telecom rules for a

Gigabit society

Enhance the deployment of 5G networks

Ensure competition to ease the way for co-investments in very high capacity networks

Strengthen the protection of consumers using electronic communications

Introduce caps for #IntraEUcalls

#EECC

#DigitalSingleMarket